

TRANSMITTAL SLIP		DATE
TO: DDA		
ROOM NO. 7D24	BUILDING Hqs.	
REMARKS:		
<p>EXA/DA <u>gm</u> 13.</p> <p>DDA/Registry</p> <p>Ref: ER 4270-86</p>		
FROM: C/RECD/OL		
ROOM NO. 2F09	BUILDING	EXTENSION

STAT



10 NOV 1986

Mr. Jack H. Ferguson
President and Chief Executive Officer
Virginia Power
P.O. Box 26666
Richmond, Virginia 23261

Re: Ltr to William Casey,
dtd 17 Sept 86,
fm Jack Ferguson,
Subj Results of Customer Survey

Dear Mr. Ferguson:

Thank you for your recent letter requesting customer input on improving communications and expectations. Mr. Casey has referred your letter to the Real Estate and Construction Division as it is this office which administers our Agency's Virginia Power accounts.

The material that you have enclosed with your letter indicates that your headquarters has made great strides in the areas of production and cost cutting. This Agency, however, has found that communications with your local offices on the day-to-day basis have not always been pleasant. We suggest that you examine your company's billing procedures to make improvements in that area. The following denotes areas which have proven less than satisfactory to us in the past:

1. On occasion, your company has posted our checks to the wrong account and notified us that our payments are past due and power will be terminated. In addition, we also find that there is sometimes as much as eight days delay between the billing dates and the dates on which our bills are postmarked. Whereas, we try to avoid late charges, each day in this sequence is critical. The following indicates some of those delays.

<u>Billing Date</u>	<u>Date Postmarked</u>
23 May 86	28 May 86
13 June 86	17 June 86
15 July 86	23 July 86

DD/A REGISTRY
FILE: 68-6

DL 13454-86

Mr. Jack H. Ferguson

2. Due to the nature of our business and the fact that our budgets are reviewed so carefully, our bills pass through the hands of many employees and therefore require a longer processing time than many other commercial customers. We have found that other utilities companies are willing to accommodate our requirements and have extended the amount of time allowed for processing bills before late charges are applied to the accounts. However, when your company has been approached regarding longer processing times, no settlement was effected and late charges do accrue when payments are late. This is an area in which improved customer relations would be welcomed.

This Agency appreciates your continued concern and hopes that these items will indicate positive steps that can be made in the areas of customer communication and expectations.

Sincerely,



Chief, Real Estate and
Construction Division, OL

STAT

OL/RECD/REB 21 Oct/5 Nov 86 (Letterhead)

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Distribution:

Orig - Addressee

1 - DDA

1 - ER

1 - OL/RECD Official

1 - OL/RECD/REB Chrono

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